

# ACT: New Staff Training

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# Introduction

# Recovery

- Definition:

- “Mental Health recovery is a journey of healing and transformation enabling a person with mental health problems to live a meaningful life in a community of his or her choice while striving to achieve one’s full potential”

(Adapted from SAMHSA, “National Consensus Statement on Mental Health Recovery”)

# Aspects of Recovery

- A deeply personal, individual experience and process
- Some improvement in functioning or attitude, or well-being
- A more positive self-esteem and a sense of self separate from illness
- Improvement, not only in symptoms and functioning, but also in well-being, attitude
- Holistic concerns
- Increased importance in sense of meaning and spirituality
- Person is an active and independent agent, participating in and directing their improvement
- A process, a journey of trials, losses and difficulties as well as growth
- Critical ingredients: finding hope, recognizing possibility, discovering or creating meaning, and exercising courage and choice

(Adapted from Morse, 2000)

# Purpose of ACT training

- Increase understanding of key ACT concepts
- Develop and practice key ACT functioning skills
- Address team specific questions & issues
- Place ACT activity in a larger context of meaning
- Assist team to develop their potential

# Overview of Training: Topics

- Introduction
- ACT Principles
- Important Concepts
- Core Processes
- (Other) Services
- Nitty-Gritty of Daily Operations
- Challenges, Pitfalls & Developmental Issues
- Team specific questions and issues
- Future team needs and tasks
- Close

# Training Methods

- Didactic
- Discussion
- Exercises
- Observational

- What is your mission for being on this team?
- What is your ACT team's mission?

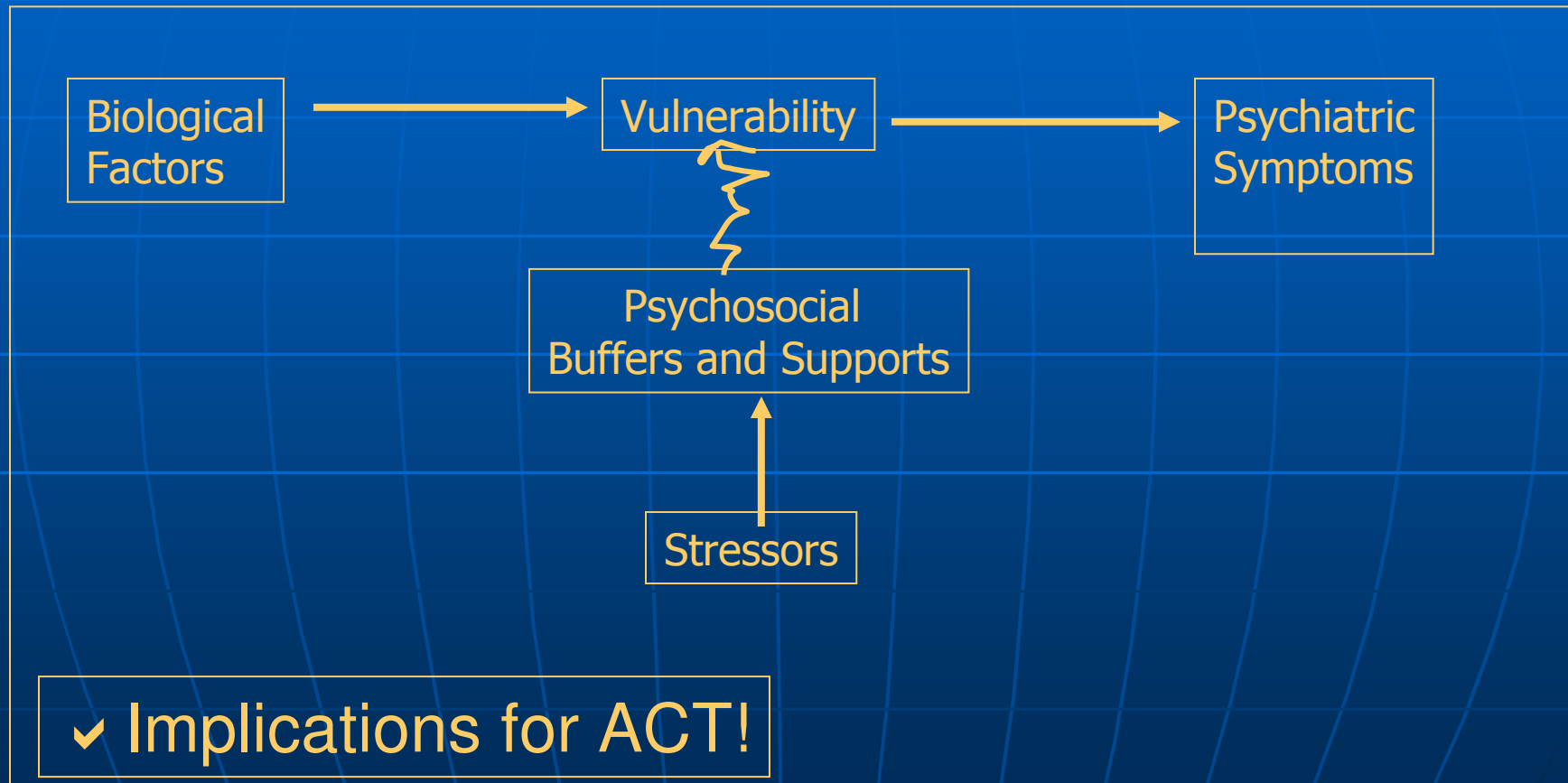


# ACT SERVICE PRINCIPLES

- Shared caseload
- Specific admission criteria: targeted clients
- Transdisciplinary team
- Primary service responsibility
- Comprehensive care
- Intensive service
- In-vivo services
- Individualized service
- Assertiveness and flexibility
- Open-ended service
- Consumer centered
- Family focused
- Recovery orientation

(Morse & McKasson)

# Stress-Vulnerability



# Stressors & Susceptibility to Stress

STRESSORS			SUSCEPTIBILITY TO STRESS	
Major 'Negative' Events	More 'Positive' Events	Everyday Hassles	Increase Susceptibility	Decrease Susceptibility
Major illness	A new home	Deadlines	Not feeling well	Good Health
Hospitalization	Hospital discharge	Rude people	Being tired	Adequate rest
Serious injury	A new baby	Forgetting something important	Being hungry	Adequate nutrition
Victimization	Release from jail	Stigma/discrimination	Noisy living environment	Adequate financial resources
Losing one's home	A new relationship	Children's needs	Crowded living environment	Social support
Having one's child taken away	Starting a new job	Paying bills	Social isolation	Opportunities to relax & recreate
Arrest/incarceration	A promotion	Not receiving a check on time	Negative or pessimistic attitude	Exercise
Losing a job	Giving up addictive drugs	Drug dealers	Lack of meaningful activity	Positive or optimistic attitude
Loss of loved one(s)				

Adapted from ACT Practitioners & Clinical Supervisors' Workbook (SAMHSA)

# Engagement Principles & Strategies

## ■ Methods

- Matching consumer preferences and backgrounds
- Meeting people on their own terms, own turf
- Rub shoulders
- Be dependable
- Maximize your accessibility
- Deliver on your promises
- Look to address immediate needs, and to assist quickly
- Engage with activities as well as conversation
- Be sensitive to consumer's needs for distance
- Don't overwhelm consumer
- Brief, frequent contacts
- Engagement never stops!

# Comprehensive Assessments

## Process Considerations

- Assessment starts at first contact
- Prioritize immediate needs
- Focus on consumer identified needs
- Assess in vivo
- Assess while you're providing services
- Be comfortable but sensitive to consumer reactions
- Look for patterns
- All specialists should be contributing assessment information
- Team members should look across specialty areas
- Assessment is ongoing and open to change

# ACT Service Domains and Types of Assistance

- Mental health
  - Medication evaluation and management
  - Effective use of medications
  - Individual Therapy
  - Crisis Intervention
  - Hospitalization assistance
- Activities of daily living
  - Shopping
  - Nutrition
  - Cooking
  - Housekeeping
  - Use of transportation
- Housing
  - Locating desired housing
  - Obtaining subsidies
  - Negotiating leasing contracts
  - Communicating with landlords and neighbors

# ACT Service Domains and Types of Assistance (continued)

- Entitlements
  - Applying for benefits
  - Obtaining supporting documentation
  - Transportation assistance
- Social relationships
  - Social skills
  - Repairing and expanding social networks
- Family support
  - Involving family members
  - Providing education and counseling
  - Assisting with parenting
  - Coordinating with child services
- Employment and meaningful activity
  - Structuring time
  - Motivational enhancement
  - Locating jobs
  - Supported employment

# ACT Service Domains and Types of Assistance (continued)

- Finances
  - Budgeting
  - Paying bills
- Health
  - Screening and assessment
  - Basic nursing assistance
  - Coordination of services
  - Safe sex education
  - Reproductive counseling
- Alcohol and drug use
  - Integrated treatment
- Recreation and leisure
  - Planning
  - Skills training
  - Physical assistance



# ACT SERVICE ACTIVITIES

- Treatments
  - Engagement and relationship development
  - Medication management
  - Individual counseling
  - Crisis intervention
  - Integrated treatment
- Rehabilitation services
  - Teaching and reinforcing skills for:
    - Activities of daily living
    - Social relations
    - Use of leisure time
    - Employment
- Support and direct assistance
  - Medication adherence
  - Casework assistance
  - Advocacy
  - Transportation
  - Hospitalization assistance and consultations

# Nitty Gritty of Daily Operations

- Individual Consumer Weekly Schedules
- Daily meeting

# Process Steps for Creating Weekly Schedules

- Team or ITT works from Treatment Plan
- Draft onto weekly schedule
- Discuss and adapt to consumer needs and preferences
- Adjust as necessary for staffing schedules, team volume

# Process Steps for Creating Daily Team Schedule

- Create list of scheduled activities for each consumer prior to meeting
- Add for special appointments, consumer needs
- Make adjustments, additions, based on daily review
- Briefly review at end of meeting
- Make copies for each team member

# Challenges, Pitfalls & Developmental Issues

***(Or, What's not in the manuals: common problems and how some ACT teams struggle rather than succeed)***

- Failure for some staff to work in vivo
- Failure to implement and follow daily meeting
- Failure to implement Consumer Weekly Schedules
- Doc-in-a-Box
- Team Leader Doesn't
  - Failure to preserve time for documentation
  - Specialists become general case managers
  - Lack of clinical focus
  - Lack of rehabilitation services and supports
  - Failure to adjust to developmental, maturation needs of consumer & program

# Discussion of Team-Specific Questions & Issues

# Identification & Discussion of Future Team Tasks & Needs

- Next steps
- Future team training/TA needs

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